



# Trouble-shooting

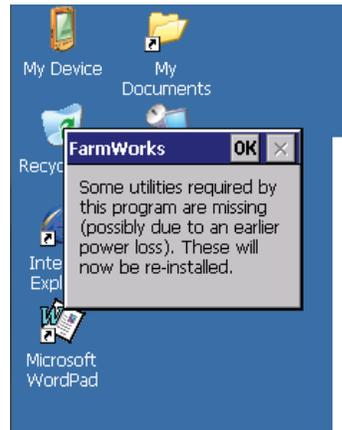
The stock recorder is a handheld computer; closing it down and restarting is sometimes required.

1. Touch the Windows button in the bottom left corner of the screen.
2. Select **Shutdown**
  - **Suspend** will turn off the unit to save the battery - the unit is “asleep” until the power button is pressed again.
  - **Warm Reset** is the equivalent of rebooting a computer. This will clear any error messages and resolve most problems. Don’t worry - your FarmWorks data is safe!
  - **Cold Reset** is like a hard shutdown of any computer and is a last resort if the unit has completely stopped responding. FarmWorks will not be damaged by a cold reset and your data will not be lost.
3. If you cannot see the Windows button then do an emergency re-boot - press Orange FN, Blue FN and Enter keys and hold for about six seconds while the unit turns itself off and automatically restarts.



After a cold reset, tap the icon to open FarmWorks:

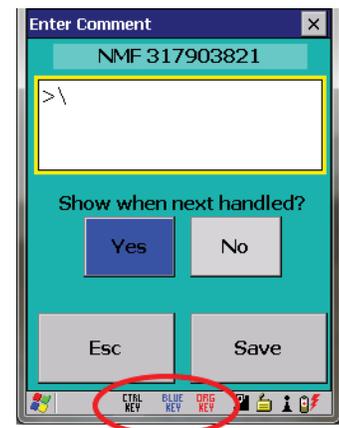
- Click **OK** on the warning screen about re-installing some utilities.
- Click **OK** that the utilities have been re-installed.
- Wait a few seconds - FarmWorks will open as usual.



## Keyboard stops working

If the keyboard appears to have stopped working i.e. no letters or numbers show when you type in a field, then some function keys might have been pressed by accident.

- The orange FN, blue FN, CTRL or ALT keys could be on - check along the toolbar at the very bottom of the screen, e.g. “ALT KEY”. These keys have a cycle of three pushes .Press the key associated with the text until the text is no longer displayed on the bottom of the screen
- If that has no effect, do a **Warm Reset**.





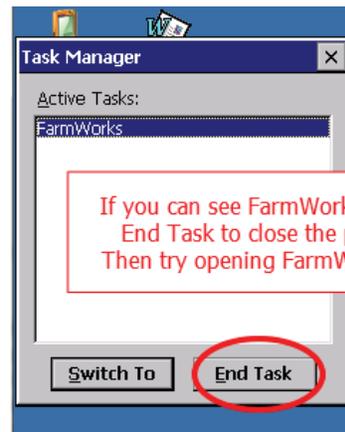
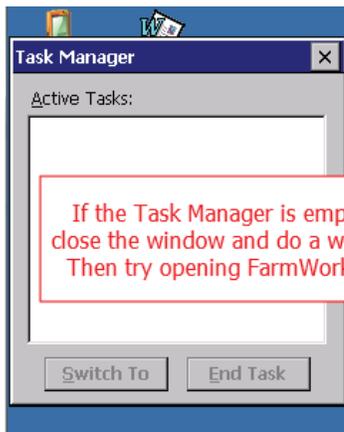
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## Stock recorder program won't open - says it's already running.

1. Touch the Windows button in the bottom left corner of the screen.
2. Select **Shortcuts**
3. Select **Task Manager**

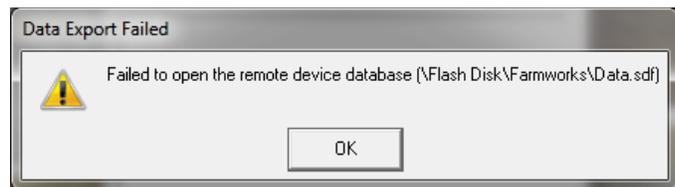


4. If the window is empty, close Task Manager and do a warm reset.
5. If the window is not empty, select End Task to close the program.
6. Try opening FarmWorks again.



## Unable to transfer data between computer and stock recorder

- Make sure that the stock recorder is awake but FarmWorks is closed.
- Pop the stock recorder out of the cradle and push it back in firmly. Check that the cable between the cradle and the computer is plugged in securely at both ends.
- If the battery in the Psion might be very low, let it charge for at least 10 minutes before you try again.
- See page 8 for more information.



If nothing works, do a warm reset on the stock recorder, then try again.

If that doesn't work, close FarmWorks and re-start your computer, then try again. Sometimes Windows updates can temporarily disable the data transfer process so a re-start will install any pending updates.